

Idaho MMIS FAQs: Provider Record Update

No.	Question	Answer
1.	What do I need to do now?	Make sure you keep NPPES up to date with your current information. NPPES can be accessed online at: https://nppes.cms.hhs.gov or via phone by calling the NPI enumerator at: (800) 465-3203 to request paper forms.
2.	As a provider, why do I have to update my record?	We want to ensure that the new Idaho claims processing system contains the most current and accurate provider data.
3.	Do all providers have to update their record?	Providers who intend to continue seeing Medicaid patients and file claims with Idaho Medicaid will need to update their provider record.
4.	When will the Provider Record Update take place?	We will be providing detailed communication beginning May 2009 which will help guide you through the process. The record update will begin in August 2009.
5.	How will I update my provider record?	Updating your provider record will be simple and easy through our new web portal.
6.	Will certain data fields be pre-populated?	Yes, some information from the current provider record will be pre-populated for you to validate.
7.	How will providers be notified that it is time to update their provider record?	We will be sending letters, updating the website, Medicaid newsletter and providing training.
8.	Will training be provided around updating my provider record?	Yes, watch the website and Medicaid newsletter for dates, times and registration instructions.
9.	Does a provider who no longer participates in Idaho Medicaid need to update their provider record to adjust current/previous claims?	No, the provider record update is for the new claims processing system. If a provider is no longer participating in Idaho Medicaid then there is no need to update the provider record. If you are no longer a participating Idaho Medicaid provider, please call EDS Provider Enrollment at 1-800-685-3757 and ask to de-activate your provider number.
10.	Do providers need to update their service provider records?	Yes, providers will need to update all service providers that they will be working with.
11.	Will there be batch re-enrollment?	No.
12.	What will the consequences be for not meeting the provider record update deadline?	Providers will need to meet the deadline if they intend to continue submitting claims to Idaho Medicaid.
13.	I already registered my NPI on the Idaho Medicaid website; is this record update the same?	No, this provider record update process is intended to gather and update provider information for our new Idaho MMIS.

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14.	What is the State doing to help providers prepare for the transition to the new Idaho MMIS?	<ul style="list-style-type: none">▪ Extensive statewide provider outreach is in development and will include face-to-face group and individual training as well as online training opportunities. Training materials will be available on the web and trained staff will be available by phone and e-mail to support the provider record update process.
15.	Where can I ask questions?	Send an email with your question to: IdahoMMIS@dhw.idaho.gov